

# NETWORK MANAGER REPORT

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JANUARY 2006

SUBMITTED BY Winn McInnis, General Manager

### OVERVIEW

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#### Operations

The first month of the New Year has AI busy with new opportunities, as well as closing out another successful licensing season with great adoption increases. Several agencies have made service requests for applications to help their constituents interact with their authorities more efficiently and Alabama Interactive currently has several large scale projects under development.

#### Highlights during the month were:

- The certification application for the Alabama Real Estate Commission underwent a complete redesign for 2006. Though this is considered an upgrade to an existing application, the boards licensed companies are now able to purchase and download a board certification for their company. The previous application was only open to a select licensure base of individuals. The new version of this application is live and in production.
- Bob Childree, the Comptroller for the State of Alabama, arranged an opportunity for Alabama Interactive to highlight some of the services and payment solutions offered in Alabama during the National Automatic Clearing House Association (NACHA) conference in Arizona.
- Alabama Department of Revenue personalized tag reservation application experienced a 32% increase in tag reservations this month based on the results from January of last year.
- Alabama Department of Industrial Relations experienced its largest volume month with the merchant service application for workers compensation taxes. With over 3,000 transactions in January, this application is already producing higher adoption than the first two quarters of 2005. This is a quarterly application that saves the agency large amounts of data entry time.
- January kicked off the launch for the Department of Conservation and Natural Resources phone sales licensing program with Alabama Interactive. The first month produced strong adoption results logging over 2,100 sales on the new service. Previously these services were provided by another vendor.
- In conjunction with the Department of Conservation and Natural Resources phone sales application, the online licensing application experienced some strong year-over-year growth. While January of 2005 produced over 3,000 online sales, January of 2006 produced over 4,550 online sales in addition to the newly launched phone sale numbers.

- Alabama Interactive locked-in the Capital City Club's ballroom for the March 29<sup>th</sup> user group conference and development is currently underway for the online registration site.

## **Marketing**

NIC, Alabama Interactive's parent company featured the awards Alabama received in 2005 for its innovations in eGovernment in Governing Magazine. This advertisement displays awards won by several NIC portals, highlighting Alabama with its three separate achievements (Included in packet).

Alabama Interactive was invited to present on payment solutions and issues during the NACHA conference in January held in Tucson, Arizona. The presentation afforded an opportunity to highlight the technological advances that have occurred with eGovernment in Alabama.

The portal design team began meetings to give alabama.gov the next award winning edge. Each year the portal undergoes some enhancements to keep the look, feel, and functionality current and fresh.

## **Customer Service**

Customer service continued to excel in January with over 970 online and offline chats. These chats can range from assistance with locating services for Alabama citizens and businesses to helping a student at an out of state school to learn about the great State of Alabama.

With strong adoption rates, come increased customer service contacts. The customer service team worked hard in January to ensure a smooth transition for the Department of Conservation and Natural Resources phone sales program. The team carefully monitored call times and patterns to ensure the call center maintained the appropriate staffing levels during peak call times.

## **Development**

During the month of January the development team released one new agency application intranet report and three major updates to existing production applications.

The AI Dev-Share team studied the following topics, CSS basics and syntax; as well as dynamic PDF creation tools using Java classes. PDF receipts are becoming more widely used by agencies as a receipt and the AI development team is ensuring that it will be well versed in the ability to create these PDF receipts.

Although no new applications were put into production during the month of January, the development team has released for agency testing five new applications. These applications include; Social Workers license renewal, Tax Estimation payments, Home Builders Expired license renewal, Mental Health and Retardation exam and content application, and the Translators and Interpreters license renewal application.

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## PROJECT REPORT

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### COMPLETED!

#### Completed in 2002

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|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Alabama Board of Nursing            | <ul style="list-style-type: none"><li>· Renewal of Registered Nursing License</li><li>· Reactivation of a Nursing License</li><li>· Reinstatement of a Nursing License</li></ul> |
| Alabama Department of Public Safety | <ul style="list-style-type: none"><li>· Electronic Access to Motor Vehicle Records</li></ul>                                                                                     |
| Alabama Real Estate Commission      | <ul style="list-style-type: none"><li>· Renewal of Real Estate Licenses</li><li>· Broker/Agent Certification</li></ul>                                                           |
| Alabama Secretary of State          | <ul style="list-style-type: none"><li>· Merchant Services</li></ul>                                                                                                              |

#### Completed in 2003

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|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Alabama State Banking Dept.                              | <ul style="list-style-type: none"><li>· Renewal of Small-Loan and MiniCode License</li><li>· Renewal of Pawn Broker License</li><li>· Renewal of Mortgage License</li></ul>                                                                                                                       |
| Alabama State Bar                                        | <ul style="list-style-type: none"><li>· Membership Renewal</li></ul>                                                                                                                                                                                                                              |
| Alabama Board of Chiropractic Examiners                  | <ul style="list-style-type: none"><li>· Renewal of License</li><li>· Licensee Verification</li></ul>                                                                                                                                                                                              |
| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none"><li>· Online Hunting and Fishing Licenses</li><li>· Hunting and Fishing Licenses/Point-of-Sale</li><li>· Probate Court Point of Sale Hunting and Fishing Licenses</li><li>· Oak Mountain Bow Hunt Registration</li><li>· Outdoor Alabama Subscription</li></ul> |
| Alabama Department of Finance, Office of the CIO         | <ul style="list-style-type: none"><li>· Alabama State Portal</li></ul>                                                                                                                                                                                                                            |
| Alabama Department of Insurance                          | <ul style="list-style-type: none"><li>· Merchant Services</li><li>· Merchant Services for Provider Renewals</li></ul>                                                                                                                                                                             |
| Alabama Board of Nursing                                 | <ul style="list-style-type: none"><li>· License verification and disciplinary status-Subscriber</li><li>· Name and Address Change</li><li>· LPN Renewal</li></ul>                                                                                                                                 |
| Alabama Real Estate Commission                           | <ul style="list-style-type: none"><li>· Instructor License Renewal</li></ul>                                                                                                                                                                                                                      |
| Alabama Department of Revenue                            | <ul style="list-style-type: none"><li>· Sales, Use and Lodging Tax Filings</li><li>· Refund Status for Individual Income Tax</li></ul>                                                                                                                                                            |
| Alabama Secretary of State                               | <ul style="list-style-type: none"><li>· UCC (Uniform Commercial Code) Filings</li></ul>                                                                                                                                                                                                           |

## Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

## Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

## Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.
Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.

## IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in agency testing.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005

Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006
Alabama Department of Revenue	Tax Estimations Application	This service will allow citizens to pay their estimated tax online.	This application is in testing.	January 2006
Alabama Homebuilders Licensure Board	Renewal of Expired License	This application will allow those with an expired license to renew after the deadline for filing.	This application is in testing	December 2005
Alabama Licensure Board for Interpreters and Translators	License Renewal	This service will allow professionals to renew their licenses and permits online.	This application is in testing.	January 2006
Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	Allows case managers access to case management training services	This application is in testing.	January 2006
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is in testing.	February 2006

#### IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005



Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2006
Alabama Real Estate Commission	Simple Transfer	This application allows the transfer of licenses.	This application is in development.	October 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until the next renewal period (July 2006).	July 2006
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in the project planning phase.	February 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is in the project planning phase.	January 2006
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is in development.	January 2006
Alabama Department of Revenue	Tax Extension Updates	This will move tax extensions to one six month extension during the year	This application is in the project planning phase.	January 2006
Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is in the pre-project planning phase.	April 2006

Alabama Criminal Justice Information Center	Criminal Histories	This service will allow for the online availability of criminal histories.	This application is in the pre-project planning phase.	July 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in development/ on hold by agency.	February 2006
Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is in development.	TBD

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## SERVICE REQUESTS

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### Service Request #87

#### Alabama Board of Physical Therapy – License Renewals

Alabama Interactive requests and recommends that this service for the Alabama Board of Physical Therapy is added to the network as a charge service. The online license renewal application will be developed at no cost to the Alabama Board of Physical Therapy.

### Service Request #88

#### Alabama Board of Heating and Air Conditioning Contractors- License Renewals

Alabama Interactive requests and recommends that this service for the Alabama Board of Heating and Air Conditioning Contractors is added to the network as a charge service. The license renewal application will be developed at no cost to the Alabama Board of Heating and Air Conditioning Contractors.

### Service Request #89

#### Alabama State Board of Public Accountancy- Firm Renewals

Alabama Interactive requests and recommends that this service for the Alabama State Board of Public Accountancy is added to the network as a charge service. The Firm Renewal application will be developed at no cost to the Alabama State Board of Public Accountancy.

### Service Request #90

#### Alabama State Employees' Insurance Board- Merchant Services

Alabama Interactive requests and recommends that this service for the Alabama State Employees' Insurance Board is added to the network as a charge service. The merchant services will be developed at no cost to the Alabama State Employees' Insurance Board.

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## MONTH IN REVIEW

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Total January AI Network Transactions:	186,551
Average Successful Request per Day:	6,017
Total January alabama.gov Visitors:	207,510
Total January alabama.gov Page Views:	1,519,187
Total January alabama.gov Chats or Offline Messages from Live Help:	971

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## OPERATIONS & ADMINISTRATION

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Alabama Interactive purchased a .Net testing server. This new server is the first step in a tiered process to continue to enhance the development capabilities of Alabama Interactive. As many of the agencies continue to turn towards .Net as their network base, AI hopes to begin producing a portion of applications with this language by the end of the year.

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## OTHER BUSINESS/IN CLOSING

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In closing, January has been a great start to another successful year in delivering strong results on Alabama's eGovernment initiative. With the projects currently in the queue, 2006 is sure to create several efficiencies for the State and its constituents alike.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,

Winn McInnis